

DiPasqua Subway Sandwich Shops Improve Service and Safety With Secure Managed Cloud Services From Interface

Challenge

DiPasqua Enterprises is one of the largest restaurant groups in the Subway sandwich chain with more than 95 locations in Florida and annual revenues in excess of 50 million dollars. Consistency and standardized operations are essential to creating a great customer experience, which helps grow the business. That's why DiPasqua Enterprises turned to Ideacom Solutions Group, a VOIP Service provider and an Interface Managed Service Channel Partner, with three challenges:

consolidate vendors, standardize store operations and better protect employees, customers and credit card data.

EXECUTIVE SUMMARY
<p>END USER: DiPasqua Enterprises</p> <ul style="list-style-type: none"> • Industry: Quick Service Restaurant • Locations: 99 Subway Restaurant locations • Headquarters: Orlando, FL • Number of Employees: ~800
<p>CHALLENGE</p> <ul style="list-style-type: none"> • Standardize in-store services and operations
<p>SOLUTION</p> <ul style="list-style-type: none"> • Interface Managed Cloud Services include: <ul style="list-style-type: none"> ○ Wide-area Network Management ○ PCI Compliance ○ IP Alarm System Monitoring ○ IP Video Surveillance
<p>RESULTS:</p> <ul style="list-style-type: none"> • Uniform network design and provider • Cost savings from bundled services

Solution

DiPasqua found an answer for all three challenges with Interface Secure Managed Cloud Services, which include Internet Provisioning and Router Management, support for PCI Compliance, Network Vulnerability Scanning and IP Alarm System Monitoring. This first-to-market suite of cloud based store services is delivered via Interface Secure Managed Broadband, a network design featuring the advanced security services of the Cisco 881 Generation 2 Router and a redundant 3G WAN connection for failover and business continuity. In addition to these services Ideacom Solutions Group integrated cost saving Voice-over-IP communications that take advantage of ISS's managed broadband circuit.

Results

Interface Secure Managed Cloud Services unify design and delivery of store applications on a common platform, while making Ideacom Solutions Group the single point of contact for service. DiPasqua Enterprises enjoys improved protection of assets, employees, customers and data, while lowering operating costs. "Consolidating services is obviously more convenient," says DiPasqua CFO Mike Mackubin, "but consolidation also offers immediate cost savings."

"This project started as a minor crisis for me," says Mackubin. "We faced deadlines from our bank to meet stricter data security standards in the stores, and I frankly needed help from someone I could trust

who had been through it before. Interface got me up to speed quickly on data security risks and how Cisco and Interface are uniquely positioned with hardware and service to connect and protect via the cloud."

The Cisco 881 router and internal firewall provide the dynamic protection needed to secure credit card transactions and to lock out unauthorized network use as mandated by Payment Cardholder Industry (PCI) standards. The Interface Secure Managed Cloud also ensures secure, reliable and fast data transfer to make credit card transactions quick and help customers get their food as fast as possible!

"Our first test of the new services was a major new store opening," says Mackubin. "We were extremely satisfied to see the new services delivered on time and on opening day, they supported one of the highest volumes of business we've ever seen, without missing a beat. We look forward to developing additional cloud applications utilizing the support of our partnerships with Interface and Ideacom Solutions Group."

"We look forward to developing additional cloud applications utilizing the support of our Interface partnership." - **DiPasqua CFO Mike Mackubin**

About Interface

Interface is the Leader In Secure Managed Cloud Services® and first to market with its unique service offerings, and customer cost saving value proposition. Interface has provided its unique technology offerings, intellectual property, reliable service delivery and dedication to customers for nearly two decades.

For more information, contact: Jeffrey Frye 866-934-1952

DiPasquaSubwayCaseStudy.docx